

FIG. 2

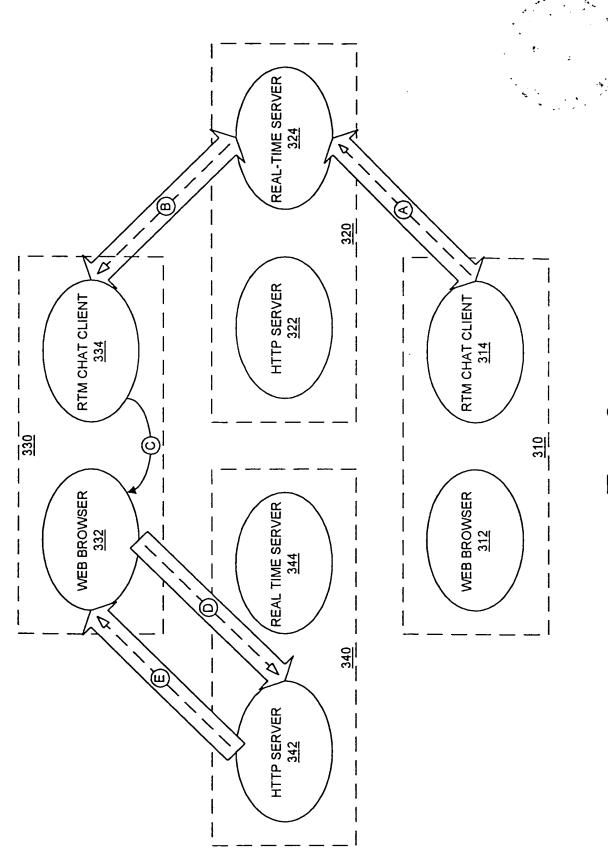
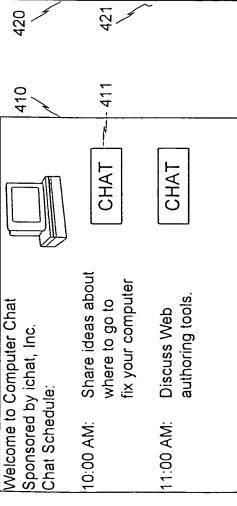


FIG. 3



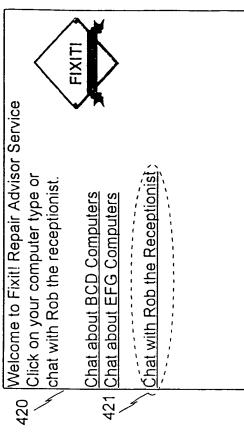
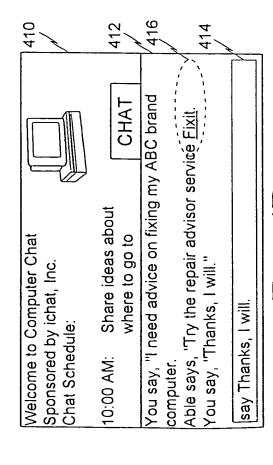




FIG. 4A

FIG. 4C



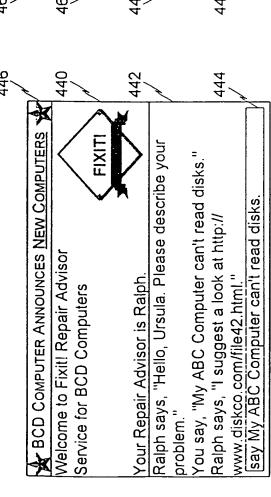
420 Welcome to Fixit! Repair Advisor Service
Click on you computer type or
426 chat with Rob the receptionist.

BCD Computer
EFG Computer

A22 You say, "Can you help repair my ABC Computer?"
Rob says, "An ABC Computer is exactly like a BCD Computer. I will move you to a BCD Computer repair
424 advisor for help."

Say Can you help repair my ABC Computer?

FIG. 4



## FIG. 4E

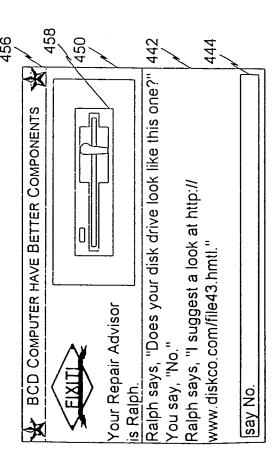
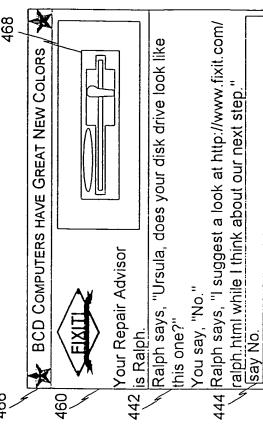


FIG. 4F



## FIG. 4G

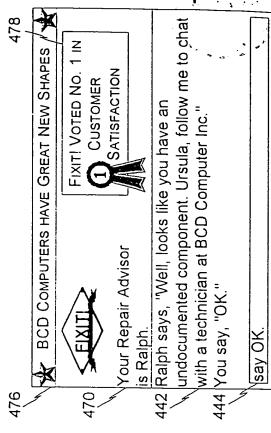
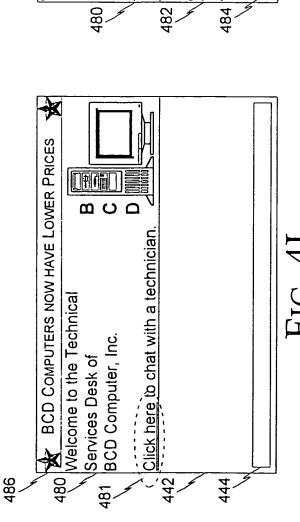


FIG. 4H



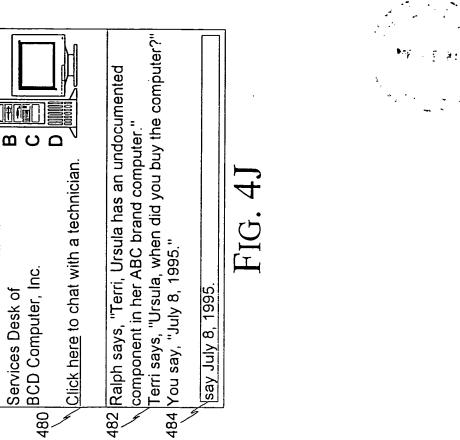
Welcome to the Technical

BCD Computer, Inc.

Services Desk of

You say, "July 8, 1995."

say July 8, 1995.



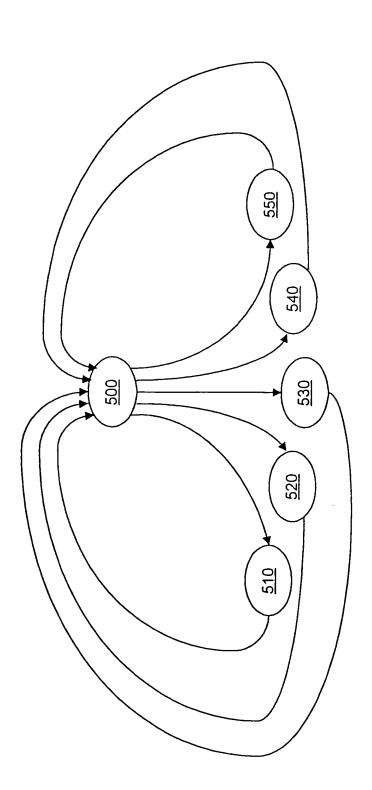


FIG. 5

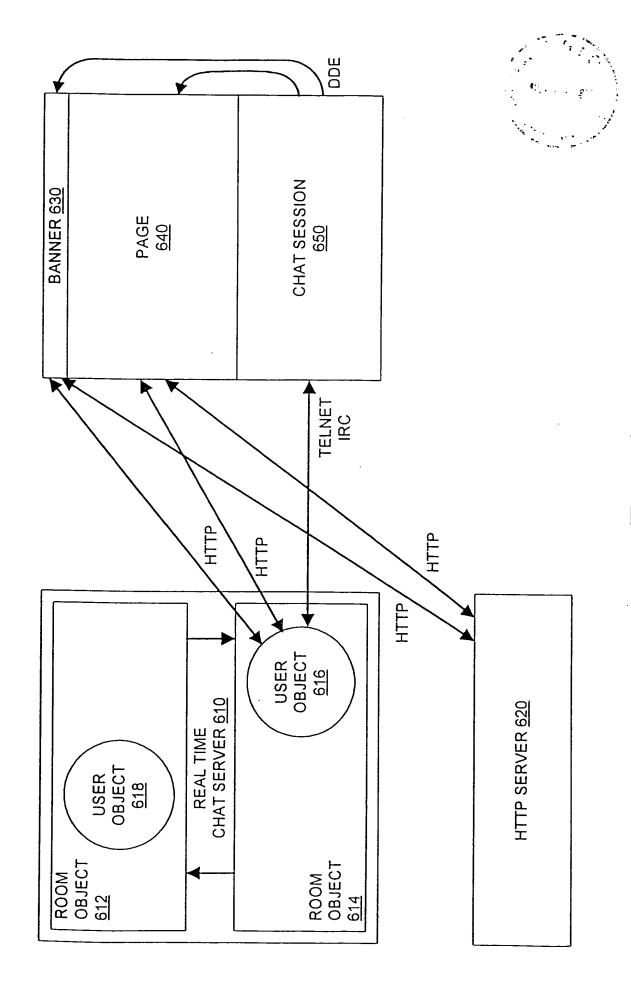


FIG. 6

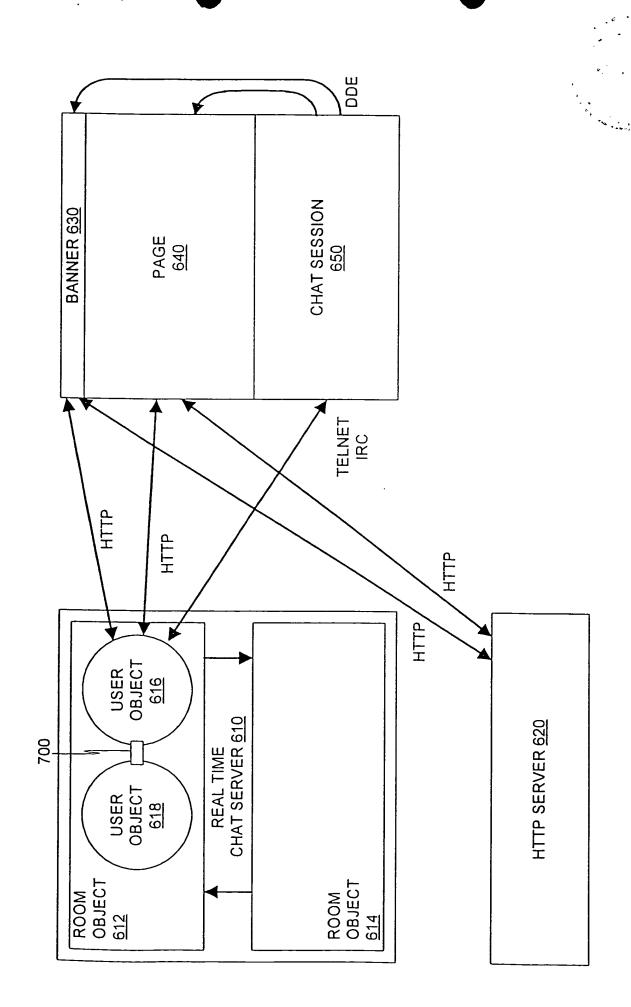


FIG. 7

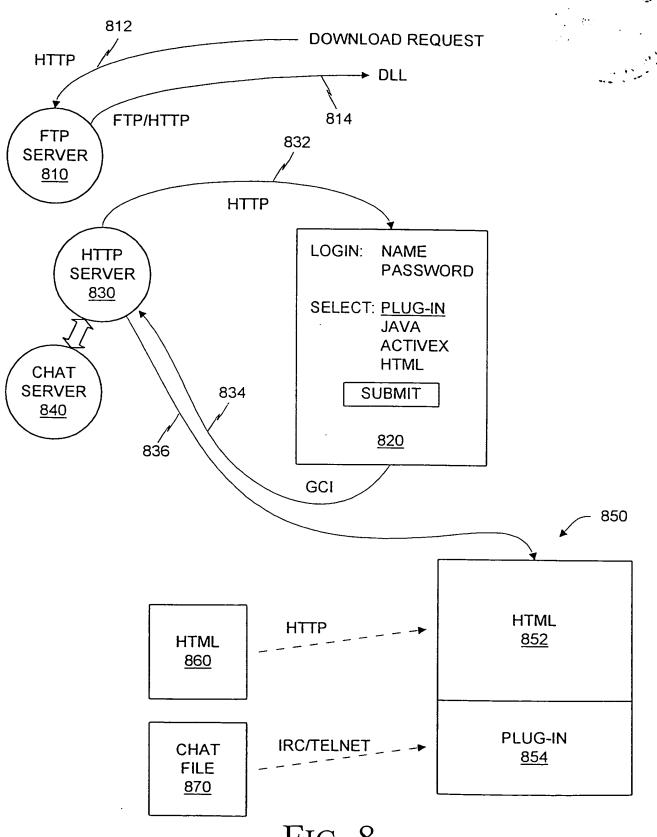


FIG. 8

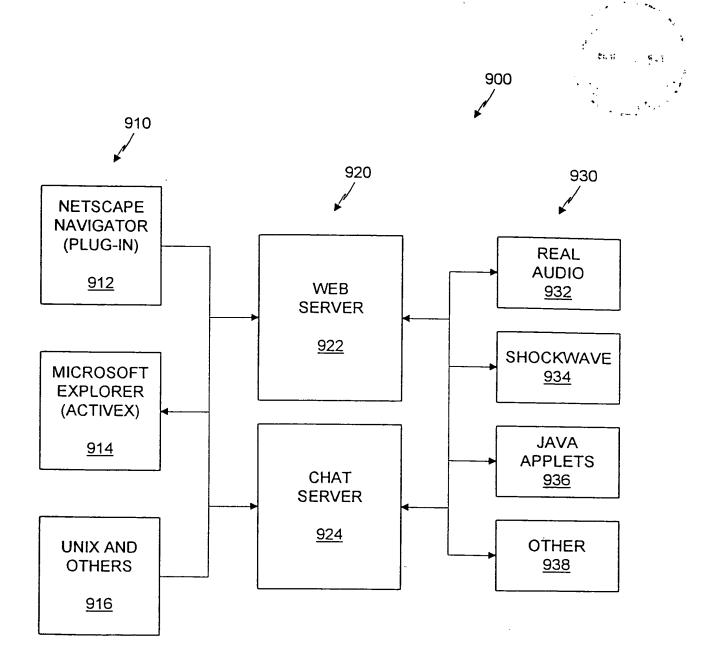


FIG. 9